

Chemung County/City of Elmira Regional Civil Service Commission

PO Box 588 • 203 Lake Street • Elmira, New York 14902-0588

Examination Notice

SOCIAL WELFARE EXAMINER TRAINEE– OPEN COMPETITIVE

EXAM #63269

EXAMINATION DATE

June 24, 2023

APPLICATION DEADLINE

May 5, 2023

SALARY: \$17.93/HR. (B-2 Entry 2023)

EXAM FEE: There is a \$15.00 non-refundable exam fee. This fee must be paid at the time of application, either by cash, check or money order made payable to “Regional Civil Service Commission”. If your application is disapproved, the fee will not be refunded. You should carefully review the minimum qualifications and any residence requirements and apply only for those examinations for which you clearly qualify. Details concerning waiver of application fee are found in the “General Instructions.”

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction, excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must take all your examinations at the State examination center. You will be advised by letter when and where to report for your examinations.

If you have applied for another local government examination with another local civil service agency, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

RESIDENCY REQUIREMENT FOR EXAM: There is no residency requirement for this examination.

PREFERENCE IN APPOINTMENT FOR RESIDENTS: At the appointing authorities’ request, preference may be given to successful candidates who have been residents of the municipality or district in which appointment is to be made for at least one (1) month immediately preceding the date of certification and at the time of appointment from the resulting eligible list. FOR APPOINTMENT IN SOME JURISDICTIONS, you may be required to become a resident in accordance with law or resolution.

VACANCIES: This examination is being held to fill vacancies, as they may occur in the Chemung County Department of Human Services.

MINIMUM QUALIFICATIONS: **Either:**

- A)** Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant an Associate’s Degree; **OR**
- B)** Graduation from high school or possession of a general equivalency diploma and two (2) years of clerical experience in an office setting which shall have required the use of a database to process work.

JOB DESCRIPTION: This position, under close supervision, performs duties similar to those of Social Welfare Examiner. While participating in a 12-52 week, intensive, on the job training program this position involves assessing the social, medical and economic needs of a family or individual and determining financial eligibility for other services as appropriate. The position is responsible for issuing assistance benefits in accordance with established policies and procedures. The work involves the review of applications and records, direct interviews with applicants (including field work) and use of various computer systems. Work is performed under the close supervision of a higher ranking Social Services employee. The term of appointment is limited to one (1) year. Promotion to the position of Social Welfare Examiner will follow without further examination upon successful completion of the traineeship period. Does related work as required.

SUBJECT OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. Interpreting and applying written Social Welfare program materials, and using basic arithmetic in determining eligibility for assistance:

You will be presented with written passages related to Social Services policies and procedures and be asked to interpret their meaning and/or apply this material to hypothetical case situations. Secondly, you will be given sets of written instructions and regulations regarding such Social Services programs as cash assistance, medical assistance, and Supplemental Nutrition Assistance Program (SNAP) benefits.

You must read and understand the instructions given, including schedules of arithmetic figures, and apply these instructions to hypothetical case problems. Some questions require using arithmetic to compute the correct amount of assistance.

Previous knowledge of Social Services programs or the eligibility process is not required.

2. Recording case notes:

You will be given several sentences from a typical case report paragraph and one additional sentence. You must determine the best place in the paragraph to put the additional sentence in order to make the report coherent and meaningful.

3. Interviewing:

You must apply principles and techniques of interviewing to such problems as asking and answering questions, explaining requirements and helping the client understand his or her responsibilities, helping the client feel at ease, structuring and controlling the interview, reacting appropriately to inconsistencies, dealing with a variety of feelings of clients, maintaining confidentiality, and identifying the need for and making appropriate referrals. In addition, some questions may deal with contacting or interacting with other community organizations and agencies to benefit the client or the general public.

STUDY GUIDE: A Guide for the Written Test for Social Welfare Examiner is available at the New York State website: <https://www.cs.ny.gov/testing/testguides.cfm> . Candidates not having access to a computer or the internet may request copy of the test guide from the municipal civil service office conducting this examination using the contact information found elsewhere on this announcement.

PRE-EMPLOYMENT DRUG TEST/BACKGROUND INVESTIGATION: Candidates being considered for appointment may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to pass the pre-employment drug test or to meet the standards for the background investigation may result in disqualification.

CALCULATORS: Use of calculators is **ALLOWED**. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited.

EQUAL EMPLOYMENT OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER.

GENERAL INSTRUCTIONS

Applications: A regular application form must be filed for each separate examination. The applicant should make sure that every question is answered and that the application is complete in all respects. An incomplete application may be disapproved. There is a \$15.00 non-refundable exam fee (the fee for Uniformed Protective Services exams is \$20.00). The fee must be paid at the time the application is filed and must be paid in cash, check or money order, made payable to the Regional Civil Service Commission. There is a \$30.00 fee for returned checks with non-sufficient funds. Before filling out your application, read carefully the announcement for this examination. When completing your application be sure to enter, at the top of page 1, the examination number which identifies the examination for which you are filing. Applications postmarked after midnight of the "Last Filing Date" will not be considered eligible for this examination.

Waiver of Exam Fee: The exam fee may be waived for the following reasons:

- You are unemployed and primarily responsible for the support of your household.
- You are receiving financial assistance from the Department of Social Services. Applications and Waiver of Application Fee forms are available at the Chemung County/City of Elmira Regional Civil Service Commission, P.O. Box 588, 203 Lake Street, Elmira, New York 14902-0588. Telephone: (607) 737-2915. When submitting your waiver form, please provide proof of eligibility, such as a check stub or benefit card.

Qualification Process: Upon review of applications, candidates will either be disqualified or conditionally approved. Disqualified candidates will be afforded the opportunity to submit facts in opposition to disqualification. Statements in the applications of conditionally approved applicants may be investigated at a later date. The Regional Commission may refuse to certify an eligible after examination pursuant to Section 50.4 of Civil Service Law who is found to lack any of the established requirements for admission to the examination or for appointment to the position for which he applies. No person shall be disqualified pursuant to this subdivision unless he has been given a written statement of the reasons therefore and afforded an opportunity to make an explanation and to submit facts in opposition to such disqualification. **Minimum qualifications that require years of experience will only be considered as qualifying if it is "paid experience," Internships, and volunteer work will only be accepted if it is clearly stated in the minimum qualification section.*

Admission to the Exam: Accepted candidates will receive an admission letter which tells when and where to appear for the exam. No one will be admitted to the examination without the official admission letter. If an application is rejected, a disapproval letter will be sent to you. The Regional Civil Service Commission does NOT make formal acknowledgment of the receipt of an application; however, you should contact the Regional Civil Service Commission if you do not receive a notice within three (3) days of the examination informing you whether or not you are to be admitted to the examination.

Multiple Exams on the Same Day: Qualified candidates may take a combination of examinations being given on the same date. Prior to submitting applications for multiple exams, you may check with the Civil Service office for the maximum time allowance to complete all of the exams.

Religious Accommodation: Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the area on the examination application (page 1, C) "Religious Accommodation". We will make arrangements for you to take the test on a different date.

Veterans' Credits: Veterans and disabled veterans desiring to claim additional credit must submit veteran's credit forms prior to the establishment of the resulting eligible list. Effective January 1, 1998 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Active members of the armed forces must provide proof of military status to receive conditional credit. Further information and applications are available at the Regional Civil Service Commission office.

Additional Credit for Children of Firefighters and Police Officers Killed in the Line of Duty: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

Failing Examination/Failure to Appear: Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.

Eligible Lists: Unless otherwise specified, the final rank order of the eligible list established, as a result of this exam, will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will remain in force for at least one (1) year and may be extended by the Regional Civil Service Commission for a maximum of four (4) years.

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

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